

ABSTRACT

A method and apparatus are provided to facilitate the management, handling and tracking of interoffice and other mail items by permitting the tagging of each such item and the recording of the mail item in a computer system. Tags on the mail items may be used to track the items through a mail system, the records preferably being updated as the mail item is tracked through the system, and the item records may be queried to determine the status of an item and for other purposes.